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Questions and Answers #1 to
Request for Proposals (RFP)
Internet Service Provider (ISP)
Project No. 050R4800181

Ladies and Gentlemen:

Received the following questions by e-mail which are answered for all offerors to the referenced RFP, below:

1. **Question:** IT organization/skill set
   a) What kind of IT organization (support) for your systems do you have today?
      Answer: Please refer to Section 1.1 of the RFP.
   b) What expertise/skill sets exist for your network/hardware/software?
      Answer: Not relevant to requirements in the State's RFP. The State wants to know what expertise/skill sets an Offeror will bring to the table in its response to the RFP.
   c) What are your expectations from a fully managed solution provider?
      Answer: Not certain what you mean by "fully managed" as that term was not defined in the RFP or the question; however, the State expectations are for the Contractor to provide services in accordance with Sections 2 and 3 of the RFP.

2. **Question:** Project Decision Making
   a) What key driving factors will influence the project/vendor decision?
      Answer: Not certain what you mean in the context of RFP. If you mean how the State will select a contractor, refer to Sec 5 of the RFP. If you mean how the State will determine what services it requires, requirements will begin with a State agency having a requirement and placing an order for those services in accordance with Sec 3.3 of the RFP.

3. **Question:** Business/Application Factors
   a) What applications are being run today? Internally? Externally?
      Answer: Each State agency having a requirement has its own IT applications and the relevant details would be included in the ordering process described in Sec 3.3 of the RFP. Remember that the contract will be for an "indefinite quantity" meaning that when a requirement exists in any State agency, an order would be placed if the agency wants to use the contract. The State is unable to predict the parameters of future orders.

b) Who interfaces with your applications and where do they reside? Customers, vendors, suppliers, etc.
Answer: Each order for services would be dependent upon requirements, which would be made known in the ordering process described in Sec 3.3 of the RFP.

c) What databases are you using today? Internally? Externally?
Answer: Not relevant to the requirements of the RFP. Remember that each order for services would be dependent upon requirements that would be made known in the ordering process described in Sec 3.3 of the RFP. If an in-use database were important, the specifics would be made known when the service is ordered.

d) What is your exact expectation of database management?
Answer: The State's expectations for database management services are described in Sec 3.2.14b of the RFP.

e) Can you provide a network diagram of the web-hosting infrastructure you plan to outsource?
Answer: No. The conditions for web hosting are described in Sec 3.2.14 of the RFP and whatever infrastructure considerations are necessary would be discussed in the ordering process described in Sec 3.3 of the RFP.

f) Is there a web hosting analysis tool currently used that your company is familiar with?
Answer: The State of Maryland is not a company. Among the approximate 70 State agencies that have a web presence, we are not aware of any web hosting analysis tools licensed to the State. However, if any agency has such tools, it would be made known during the ordering process described in Sec 3.3 of the RFP.

g) What type of OS do you run today and is there a standard for your company?
Answer: Not relevant to the requirements in the RFP. Remember that each order for services would be dependent upon requirements that would be made known in the ordering process described in Sec 3.3 of the RFP.

h) What are the expected business growth factors that will impact your application/ hardware needs? Identify needs for DB clustering
Answer: Not relevant to requirements in the State's RFP. Remember that each order for services would be dependent upon requirements that would be made known in the ordering process described in Sec 3.3 of the RFP.

i) What is your company's current web hosting footprint?
Answer: About 70 State agencies have web sites accessible through Maryland.gov. It is unknown how many of these agencies would use a new State contract.

j) Total amount of RAM & Hard Drive space required?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

k) Total amount of servers needed? Web, Application & Database.
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

l) Which of these servers need to be Load Balanced?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

m) Does the Load Balancing solution need to be dedicated or shared & in a high-availability configuration or standard?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

n) Any type of RAID required?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

o) Total amount of monthly data transfer (can be estimated)?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

p) Do you require any type of licenses? Oracle or SQL, Enterprise or Standard?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

q) How many IPs do you require for the entire web hosting solution?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

4.   **Question:** Security/Backup Needs:

a) What kind of Business Continuance plan do you have today? What are your exact requirements?
Answer: Security considerations for Web Hosting can be found in Sec 3.2.14 of the RFP. The State's security policy and standards can be found in Sec 3.6 of the RFP. Finally, the State expects offerors to propose how they would conduct Web Hosting Security Management per Sec 4.4.2.6 of the RFP. If a business continuance plan is part of your services, then you could propose your plan in response to the above RFP requirements if you think it fits the requirement.

b) Do you need a high-availability configuration for the firewall & IDS or just standard?
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

c) How many VPN tunnels are required? Firewall to Firewall, Gateway to Gateway, Client to Gateway.
Answer: Until an order is made using Sec 3.3 of the RFP, requirements are unknown.

d) What kind of data backup do you currently employ? Hot/Warm/Cold backup? If database, please specify the type of database. Total amount of backup needed (Daily/Weekly/Monthly)?
Answer: Backup requirements are stated in Sec 3.2.14h. It is up to the Offeror to propose against the requirements. What the State currently does for backup is not relevant to future requirements.

e) What kind of security management process do you employ? Who performs security checks on the systems? What does it consist of (logs read regularly, stored and read when needed)? How often are security updates/patches installed? How much time/ man-hours spent on security?
Answer: Security considerations for Web Hosting can be found in Sec 3.2.14 of the RFP. The State's security policy and standards can be found in Sec 3.6 of the RFP. Finally, the State expects offerors to propose how they would conduct Web Hosting Security Management per Sec 4.4.2.6 of the RFP. What the State currently does for security is not relevant to future requirements except for security policy and standards, which you have been given in Sec 3.6 of the RFP. The State is interested in how you will meet the requirements as articulated in the RFP.

Date Issued: February 3, 2004   By_____<signed>_____.
                                                 Norman H. Grinnell
                                                 Procurement Officer